

### Remarks

Applicants respectfully request entry of this amendment, and reconsideration and allowance of the captioned application. Independent claims 1, 14 and 20 are amended. No new matter is added.

The office action rejected claims 1-25 as being anticipated by Bateman, erroneously citing 6:30-59, 12:11-14, and Figs. 1 and 2 as disclosing every limitation of every claim. Applicants traverse the rejection, but amend independent claims 1, 14 and 20 to clarify some distinctions with Bateman.

The applicants thank the examiner for his courtesy in a telephone interview with the undersigned attorney on 21 July 2004. The arguments presented below with respect to each of the independent claims were discussed during the interview.

In Bateman, the URL provided to the agent computer is selected by the customer and is associated with a web page of the organization from which the customer is seeking assistance. *See e.g.* 6:17-21, 12:12-13. That web page would contain information about the organization's products or services rather than information that relates to the particular customer. *See e.g.* 5:52-54.

Independent claims 1, 14, and 20 are amended to clarify that the URL is selected by the ACD (unlike Bateman that discloses the URL being selected by the customer), and that the web page (corresponding with the URL) includes information about the customer (unlike Bateman that discloses the web page not being specific to the customer). This is supported, for example, at 3:11-16 of the application.

Independent claim 25 is also not anticipated by Bateman. For example, it requires attaching information to the URL before providing the URL to the browser, and it

requires attaching contact processing information to the URL including at least one of the following: type of customer contact, identification of the agent, and treatment of the contact by the ACD. The “type” is the type of communication, such as e-mail, facsimile, video, web-site inquiry, public switched telephone network calls, voice path based on packet data transferred through a computer network, etc. *See e.g.* 1:9-16 of the application. The treatment of the contact may, for example, include a particular programmed script used with that contact. *See e.g.* 7:9-10 of the application.

The URL is a string expression that at least constitutes a computer network address. *See e.g.* 7:15-17 of the application. The URL provided to the computer agent in Bateman is associated with a web page of the organization from which the customer is seeking assistance. *See e.g.* 6:17-21, 12:12-13. Bateman does not disclose attaching to that URL a type of customer contact, an identification of the agent, or a treatment of the contact by the ACD – as required by independent claim 25.

Bateman also does not disclose other limitations of claim 25 such as selecting the URL based on information about the contact available to the ACD, attaching to the URL contact-derived information listed in the claim, obtaining some of the data in the web page based on some information attached to the URL by the ACD, including among the data in the web page some of the information attached to the URL by the ACD, etc. Indeed, in Bateman, the ACD does not attach anything to the URL.

For at least the above reasons, Bateman cannot anticipate the independent claims and, consequently, cannot anticipate any of the claims. The following are some of the additional reasons why Bateman does not anticipate various dependent claims.

Claims 3-5 require attaching information to the URL. For example, the ACD can attach contact-derived information to a URL before sending it to the agent's personal computer. (application, 7:12-15). Claim 5 includes more specific requirements about such contact-derived information being attached to the URL. As another example, claim 4 requires attaching certain processing information to the URL. As discussed above, Bateman does not disclose attaching any such information to the URL.

Claim 6 requires data in the web page to include some information attached to the URL by the ACD. Bateman does not disclose that the web page includes any information in the URL, and the ACD does not attach any information to the URL in Bateman. Similarly, claims 8 and 18 require obtaining some of the data in the web page based on some information attached to the URL by the ACD. In Bateman, an ACD does not attach any information to the URL.

Claim 7 requires selecting the URL based on information about the contact available to the ACD. In Bateman, the URL is not selected by the ACD or based on information about the contact available to the ACD.

Claim 9 requires sending the URL to ACD console software of the agent, and the ACD console software to provide the URL to the browser. Bateman does not disclose that any ACD console software of the agent plays any part in the process. Claim 10 requires the ACD to provide the URL directly to the browser, but Bateman also does not disclose whether that occurs.

Claims 16 and 22 require the ACD to be capable of attaching information to the URL. Bateman does not disclose such capability.

The applicants submit that the claims are in condition for allowance, and request reconsideration and allowance. Should the examiner be of the opinion that a telephone conference would expedite prosecution of the application, the applicants request the examiner to call the undersigned at the below-listed telephone number.

Respectfully submitted,

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